Texas.gov Communication:

Status on IVTRS Reporting and Application Latency Issues

Dear County Tax Assessor-Collectors,

In recent months, IVTRS Counties have been impacted by intermittent Batch Summary/Net Revenue reporting and application latency issues (system processing delay). Application latency occurs when the IVTRS applicant submits payment and the system seems to stall or give the appearance of timing-out. Some reports indicate processing delay times in excess of ten minutes. The latency problems have been greatly reduced and we continue to work to isolate cause of remaining symptoms. Regrettably, the reporting issues have not been resolved permanently and we would like to present a workaround solution, outlined below.

We'd like to take a moment to outline each issue, describe the challenges in resolving and discuss next steps Texas.gov is taking to alleviate problems associated with the automated reports and application latency issues.

Application Latency:

In June, Texas.gov received intermittent reports from TxDMV of application latency. This issue resulted in online registrants sending a second payment through the system because confirmation of the first initial payment being successful was not displayed due to the application's latency.

Texas.gov and the TxDMV Technical Teams have worked together on tuning and optimizing the environment. Code and server level applications have been implemented to address conditions. On Monday, September 10th, the number of impacted transactions increased due to a network routing issue at NIC's Corporate Data Center. NIC applied a fix on Wednesday September 12th and results have been positive. There were 25 impacted transactions across all counties at that time.

The application latency issue and the reporting issues are _not_ related.

Batch Summary & Net Revenue Reports:

In May, the Texas.gov Service Desk began receiving reports from counties pertaining to reporting issues ranging from blank reports to incomplete reports. Furthermore, when the reports have been regenerated, the 2nd run was produced incorrectly due to a date error or a blank report was re-distributed. We recognize this has been a fairly consistent problem, but one that is not triggered by a specific day, volume or systematic occurrence.

How does Texas.gov generate these reports?

The Batch Summary and Net Revenue reports are automatically generated using a reporting tool that extracts details from the database and produces a report. The reports are customized and distributed to each county. This automated batch process is responsible for sending 362 reports, 2 reports for each 181 of the IVTRS counties every day.

What is Texas.gov doing to address this issue?

Texas.gov continues to work with to determine the cause of the reporting issues. There have been no consistent symptoms from a server, application or network layer, making it difficult to solve the problem permanently. While we continue to troubleshoot, Texas.gov has developed a workaround and is working on a permanent self-service solution.

What options are available to retrieve this information?

Short Term:

Texas.gov's Payment Engine (TPE) offers an Administrative Console that has a self-service function. The self-service tool will allow any authorized users to pull reports. While the reports do not look the same as the automated reports, the data is available 24/7 in order to confirm transaction information and it can be created on demand. Texas.gov will gladly work with each county to ensure that the appropriate resources have the access, user guides and training needed in order to pull reports as needed.

Note: Batch Summary and Net Revenue Report are produced with default time ranges between 0:00 and 23:59. This does not currently match the batch timing for the credit card processor. Please take this variance into account when running the reports. See "Long Term" option below.

Long Term:

Texas.gov is working with other TPE product owners on an enhancement request that will modify the date/time parameters for both the Batch Summary and the Net Revenue Reports within the TPE Administrative Console. These modifications will allow for a custom selection of date/times that would more closely resemble WorldPay cut-off times, allowing the self-service reports to match the timing that is presented in the automated reports, today. With this in place, these reports would provide the same content as the automated reports do today.,

What are the next steps?

- Texas.gov is completing the screen shots and instructions that will help you utilize the TPE Administrative console.

- Texas.gov will require information from each county on resources that should have access to the TPE Administrative Console. Please e-mail the Texas.gov Service Desk at txservicedesk@egov.com with the name, phone number, and e-mail address for the appropriate individuals. These individuals will be provided with a login/password and provided instructions.

- The Texas.gov Service Desk will be available to assist with support, as needed.

- Texas.gov is prioritizing the enhancement request and will communicate when the time frame criteria option is available.

In closing, we do recognize the impact of report failures have on the county. We are confident that the proposed solutions will enable each county to access data reliably and accurately and at a time of their choosing.

We appreciate your patience and welcome any questions you may have on this plan.

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